



SHRADDHA TIDKE

(Salesforce Administrator)



CONTACT

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TECHNICAL SKILLS:

- Salesforce Administration
- Data Modelling
- Data Management
- Apex Data Loader
- Relationships
- Validation Rules
- Formula Fields
- Cross Object Formula
- Roll-Up Summary
- Salesforce Inspector
- Security Models
- UI Customization In Both Classic And Lightning Interface
- Process Builder and Lightning Flows
- Approval Process
- Apex
- SOQL and SOSL
- Triggers

CAREER OBJECTIVE:

Professional having 3+ years of experience in the Salesforce.com CRM Platform as a Salesforce Administrator. Looking for a career which demands the best of my professional ability in terms of, technical and analytical skills and help me in broadening and enhancing my current skills and knowledge.

PROFESSIONAL EXPERIENCE:

- Worked at “ITSOLI INDIA PRIVATE LIMITED”, Bangalore, from January 2022 to July 2022.
- Worked at “IT NETWORKZ INFOSYSTEMS PRIVATE LIMITED”, Nagpur from April 2018 to December 2021.

Work History:

- Experienced in SFDC configuration.
- Managed Salesforce application user profiles, roles, permissions, generating security tokens.
- Created profiles and implemented object level, field level and record level security and managed roles, visibility settings.
- Created page layouts, custom objects, custom tabs to reach the need of organization.
- Implemented pick-lists, dependent pick-lists, lookup, junction object, master-detail relationship, validation rules and formula fields to the custom objects.
- Implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Created various reports as well as Dashboards.
- Used data migration tools such as Data Loader, Salesforce Import and Export Wizard, and Mass delete. Also deal with Salesforce Inspector, Salesforce Workbench
- Good experience of working on Service Cloud.
- Worked on case management technologies like creating Assignment rules, auto-response rules, escalation rules, Email to case, web to case etc.
- Omni-channel setup (Queue based routing and skill-based routing setup), creating service resources for users.

OTHER SKILLS:

- Hard working
- Self-motivated
- Multi -tasking
- Time managements
- Strong interpersonal communication skills

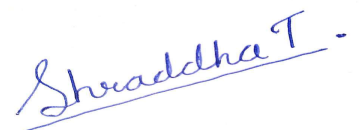
- Omni-Channel troubleshooting cases.
- Appointment scheduler (Salesforce Scheduler) setup and troubleshooting.
- Worked on GDPR (Global Data Privacy Requests) related cases.
- Bulk user provisioning.
- IP whitelisting for organization as well as profiles.
- Creating List-views, Public groups, Queues as per user requirements.
- Adding users to the public groups and queues.
- Creating and deactivating user profiles as well as service resources

CERTIFICATION:

- **Salesforce Certified Administrator (SCA)**
- **Platform Developer I (PD I)**

EDUCATIONAL QUALIFICATION:

- **Bachelor of Science (B.Sc.) (2017)**
Govt. Institute of Science, Nagpur.
Grades: 77.25%
- **Higher Secondary School (HSC) (2014)**
New English high school and junior college, Nagpur.
Grades: 67.45%
- **Matriculation (SSC) (2012)**
New English high school and junior college, Nagpur.
Grades: 83.45%



Signature

Shraddha D Tidke.